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The Impact of Motivation on The Performance of Employees in Hotel Sapadia Pematangsiantar

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ABSTRACT

The concept of this study aims to examine the effect of motivation on the performance of employees of Hotel Sapadia Pematangsiantar, amounting to 42 people with research time in April 2020. The study was conducted with qualitative and quantitative analysis. The results of the validity test show that the calculated r value is greater than critical r with the results of the research variable being declared valid, the reliability test shows that all research variables are declared reliable. Then, the determination coefficient test shows that the R value has a strong and positive relationship with motivation and employee performance and motivation variable is able to explain and measure employee work variable. The results of the normality test explain that the research is normally distributed. The simple equation regression equation shows positive results of motivation on employee performance and the hypothesis test accepts the hypothesis of the study.

INTRODUCTION

The development of the potential of an organization's workforce becomes a measurement model for the success of the organization or company. Employees become the pillars who are directly involved in managing the interests of the organization. Human resources are an important factor in achieving organizational goals so that organizations or institutions have the potential of a competent workforce in carrying out the tasks assigned to them by the organization (Ambarita et al., 2020) including hotel organizations.

The hotel business is a form of accommodation provision in the form of rooms in a building equipped with services such as food, drinks, and entertainment on a daily basis in order to achieve goals (Peraturan Menteri Pariwisata Dan Ekonomi Kreatif Republik Indonesia Nomor PM.53/HM.001/MPEK: Tentang Standar Usaha Hotel, 2013), then hotels also carry out other services or facilities by collecting payments (Peraturan Pemerintah Republik Indonesia Nomor 65 Tahun Tentang Pajak Daerah, 2001) in other words, accommodation also needs to be managed commercially (Widanaputra et al., 2009). To make the hotel grow and develop, good performance is needed because this performance does not only grow for companies engaged in the product industry but also for companies engaged in the service industry, in this case, the hotel services business.

The performance of the company becomes the accumulated performance of each organizational unit as well as the performance of all individuals, from operations to management. The success of an organizational life cannot be separated from the influence of performance. According to Rosdanita in (Simatupang & Efendi, 2020) that performance is the level of achievement of tasks carried out in a program of activities and policies in realizing the goals, mission objectives and mission of the company. To be able to create high performance, it is necessary to increase optimal performance and make a positive contribution to organizational development (Indrawati, 2016). Performance can be a description of a job that is systematically related to the strengths and weaknesses of an individual or group (Cascio, 2012). There are three measuring tools used to measure employee performance: 1) Traits such as pleasant personality, initiative, creativity, warmth and then aggressive nature; 2) Behavior that shows employees in providing suggestions or ideas and is able to maintain organizational confidentiality; 3) Results given on sales and production results, errors during work and quality of work production (Sudiarditha, 2011)

A hotel service business that expects the performance of its employees to grow and develop is Hotel Sapadia Pematangsiantar. The fact is that the performance of the hotel employees is not yet fully optimal because the quality of work of employees who are often less careful in cleaning food and beverage equipments, and not perfect in preparing ballrooms for events, so that the performance results are not satisfactory. Then the ability to work together is still weak as a result, there is often misunderstanding between employees in doing their work, this is because the cohesiveness between one employee and another is still not good.

Employee performance can be influenced by several factors due to interaction, one of which is motivation (Robbins & Judge, 2017)). Chung and Meggison in (Prabu & Wijayanti, 2016) explained that motivation can be a formula for target behavior. Motivation can lead to intensity, direction, and continuous efforts from individuals to achieve goals (Wibowo, 2018). Motivation is important to increase work effectiveness because with high work motivation trying to complete the work as much as possible (Rizvitasari et al., 2002). Motivation is always aimed at managing human resources in general and subordinates in particular (Purnama, 2008), research from (Muliharta, 2015), (Arianindita, 2018) that there is an effect of motivation on performance. Motivation at Sapadia Hotel Pematangsiantar lies in social needs, it can be seen from the friendship and communication relations that exist between fellow employees that are still not good. For self-actualization needs, it can be seen from employees who have the potential but do not

want to develop their knowledge in their field of work due to the absence of a clear career path.

Seeing the explanation above, the formulation of the problem: "how is the impact of motivation on the employee performance of Hotel Sapadia Pematangsiantar?"

.METODE

This research was conducted to examine the impact of motivation on employee performance (Kristanto & Nondolesmono, 2017). The concept of this research uses qualitative and quantitative analysis, the research location is PT. Sapadia Hotel Pematangsiantar with 42 employees studied during April 2020. The results of the analysis were carried out by testing the validity, reliability, coefficient of determination, normality test, simple regression equation test and t hypothesis test. Data testing was carried out with the help of SPSS.

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RESULTS AND DISCUSSION
Respondents' description.

Table 1.
Respondents' description

Respondents' Data	Respondents' Description	Total	Percentage
Sex	Male	32	76,19%
	Female	10	23,81%
Respondents' Age	21-30	26	61,90%
	31-40	14	33,33%
	41-50	2	4,77%
	51-60	0	0%
Respondents' Education	High School	31	73,81%
	Diploma	6	14,29%
	Bachelor's Degree	5	11,90%
Employees' Working Period	<1 year	3	7,14%
	2-5 years	37	88,09%
	6-10 years	2	4,77%
	>11 years	0	0%

Source: Data processing, 2020

Table 1 shows the results of 32 people (76.19%) male employees while 10 people (23.81%) are female employees, because men's work is more needed in jobs in hotels such as lifting guests' luggage and tidying up rooms. For ages 21-30 years there are 26 people (61.90%), ages 31-40 years are 14 people (33.33%), then ages 41-50 years are 2 people (4.77%). If you look at the ages of the respondents, the most of the respondents are 21-30 years old, this is because employees aged 21-30 years are more productive at work. Those with a service period of <1 year totaling 3 people (7.14%), 37 employees with a 2-5 year working period (88.09%), then 2 employees with a working period

of 6-10 years (4.77 %), then there are no employees with a working period of > 11 years. This is because the hotel has not been in operation for a long time, so the average working period of its employees is under 5 years. There are 31 employees with high school education (73.81%), 6 employees with Diploma education (14.29%), 5 employees with a bachelor's degree (11.90%), most of the employees at Sapadia Hotel have high school education. Because the minimum requirement to work at Sapadia Hotel Pematangsiantar is high school education and equivalent

Validity test.

Table 2 Validity test

Variables	Variable Indicators	Results of r Count	Results
Motivation	Physiological needs	0,917	Valid
	Safety needs	0,920	Valid
	Social needs	0,875	Valid
	Esteem needs	0,887	Valid
	Self-actualization needs	0,829	Valid
Employee performance	Quantity	0,523	Valid
	Quality	0,579	Valid
	Punctuality	0,576	Valid
	Presence	0,618	Valid
	Ability to work together	0,573	Valid

Source: Data prosecing,2020

The validity test shown in table 2 shows the results that all research variables and their indicators are declared valid because all results are above the critical r 0.3 and the conclusion is that the data from the study are declared valid.

Reliability test

Table 3. Reliability test.

Variables	Variable Indicators	Results of r Count	Results
Motivation	Physiological needs	0,981	Reliable
	Safety needs	0,928	Reliable
	Social needs	0,982	Reliable
	Esteem needs	0,982	Reliable
	Self-	0,983	Reliable

Variables	Variable Indicators	Results of r Count	Results
	actualization needs		
Employee performance	Quantity	0,887	Reliable
	Quality	0,884	Reliable
	Punctuality	0,885	Reliable
	Presence	0,883	Reliable
	Ability to work together	0,885	Reliable

Source: Data prosecing,2020

The results from table 3 for the reliability test, all the indicators of Cronbach's Alpha If Item Deleted variable are greater than 0.70. These results mean that all indicators of the study are declared reliable

Coefficient of Determination
The coefficient of determination is used to measure the ability of the independent variable (motivation) to explain the dependent variable (employee performance).

Table 4. Coefficient of determination.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,776[a]	,602	,592	5,488
a. Predictors: (Constant), Motivation				
b. Dependent Variable: Employee Performance				

Source: Data prosecing,2020

The conclusion from the results of table 4 is that the correlation value of R = 0.776, which means that there is a strong and positive relationship between motivation and employee performance, the coefficient of determination to measure the ability of motivation to explain employee performance is 60.2% while the remaining 39.8% can be explained by other predictors not discussed in this study, such as work environment, work culture, intellectual ability, work discipline and other variables that can affect employee performance.

Normality Test

Table 5. Normality Test
One-Sample Kolmogorov-Smirnov Test

		Motivation	Employee Performance
N		42	42
Normal Parameters[a,b]	Mean	56,52	59,55
	Std. Deviation	17,536	8,594

Most Extreme Differences	Absolute	,177	,097
	Positive	,146	,097
	Negative	-,177	-,079
Kolmogorov-Smirnov Z		1,149	,628
Asymp. Sig. (2-tailed)		,143	,826

Source: Data prosecing,2020

Table 5 explains that the normality test shows the asymp. sig. (2-tailed) results for the motivation variable is 0.143 and the employee performance is 0.026, the value is above sig 0.05, meaning that in this study, the variables of motivation and employee performance are normally distributed.

Simple regression equation test.

The simple regression equation is used to examine the influence of motivation variables on employee performance variables. These results can be seen in table 6 below:

Table 6. Simple regression equation test

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	*(Constant)*	38,052	2,890	
	Motivation	,380	,049	,776

Source: Data prosecing,2020

Table 6 of the simple regression test produces the equation Y = 38.052 + 0, 380 which explains that if the constant value is 38.052, then the concept means that if the motivation variable is considered zero (0) then the result of employee performance is 38.052. Furthermore, if the coefficient value of the direction of motivation is 0.380, which means that when the motivation value increases by 1 (one) unit, the employee performance value (Y) can change with a value of 0.380 unit, with the other assumptions that it is fixed. Motivation has a positive impact on employee performance (Zameer et al., 2014)

Hypothesis testing

Hypothesis testing from this study was conducted to determine whether or not the answers to the research results were found. The hypothesis test results can be seen in table 7 below

Table 7 t hypothesis testing

Model		t	Sig.
1	*(Constant)*	13,168	,000
	Motivation	7,780	,000

Source: Data prosecing,2020

For the hypothesis answer in table 7, seen on the results of the tcount table value with a value of 10.898 for the emotional intelligence variable > with the results of t table df = n-k (42-2) = 2.021 and the significance level in the table is 0.000.
The criteria of the answer
1. Based on the significance value (sig) in the table of 0.000 < probability of 0.005, then there is an influence of the motivation variable on employee performance.
2. Based on the t value with a value of 7,780 > from t table 2,021 the result is there is motivation towards employee performance.

The influence of motivation on employee performance.

The results of the analysis test carried out in this study find that there is an influence of motivation on employee performance, this is in line with research from (Mustapha, 2020); (Zameer et al., 2014); (Tondok, 2017) but the research from (Luhur, 2014); (Dhermawan et al., 2012) that motivation has no effect on performance and even has a negative effect on performance (Julianry et al., 2017).

CONCLUSION

The results of the study found that motivation has a positive influence on employee performance as indicated by the results of the simple regression equation test and the t hypothesis test. Motivation is the most important part of employee performance, without motivation it can result in decreased performance.

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